

**Ochoa, Gregg**

---

**From:** Suggett, Gaye L [GSuggett@ameren.com]  
**Sent:** Tuesday, February 03, 2009 12:09 PM  
**To:** Ochoa, Gregg  
**Subject:** FW: 17 of 34 Southeast Missouri Towns Hit by Severe Ice Storm Now Restored; AmerenUE On Track To Restore 11 More Towns Today  
**Attachments:** Storm Update 2 2-3-09.doc

---

**From:** Suggett, Gaye L  
**Sent:** Tuesday, February 03, 2009 12:06 PM  
**To:** 'Robert Clayton III (robert.clayton@psc.mo.gov)'; 'Jeff Davis (jeff.davis@psc.mo.gov)'; 'Connie Murray (connie.murray@psc.mo.gov)'; 'terry.jarrett@psc.mo.gov'; 'Kevin D. Gunn (kevin.gunn@psc.mo.gov)'; 'Mantle, Lena'; 'Natelle Dietrich (natelle.dietrich@psc.mo.gov)'; 'Dan Beck (dan.beck@psc.mo.gov)'; 'Wess Henderson (wess.henderson@psc.mo.gov)'; 'Gay Fred (gay.fred@psc.mo.gov)'; 'Lewis Mills Jr (lewis.mills@ded.mo.gov)'; 'greg.ochoa@psc.mo.gov'  
**Cc:** Kidwell, Steve M  
**Subject:** FW: 17 of 34 Southeast Missouri Towns Hit by Severe Ice Storm Now Restored; AmerenUE On Track To Restore 11 More Towns Today

Attached is the press release issued today regarding the ice storm in Southeast Missouri. Please see the information below regarding restoration of service.

If you have any questions, please let me know.  
 Gaye

---

**From:** Lindemann, Brianne C  
**Sent:** Tuesday, February 03, 2009 12:01 PM  
**Subject:** 17 of 34 Southeast Missouri Towns Hit by Severe Ice Storm Now Restored; AmerenUE On Track To Restore 11 More Towns Today

*Contacts:*  
*Susan Gallagher 314-554-2175*  
*Mike Cleary 573-681-7137*

**STORM UPDATE: NOON, Feb. 3, 2009**

**17 of 34 Southeast Missouri Towns Hit by Severe Ice Storm Now Restored;  
 AmerenUE On Track To Restore 11 More Towns Today  
 Almost All to Have Power by Wednesday**

**4,000 Still Working To Restore Power to AmerenUE Customers Affected by  
 Southeast Missouri Ice Storm—30,000 Restored**

St. Louis, MO (Feb. 3, 2009) – AmerenUE announced today that the company has restored most customers in 17 of the 34 towns affected by the severe ice storm that hit Southeast Missouri.

Most of the customers in another 12 towns can expect to get electric service today with almost all affected customers restored by end of day Wednesday.

Approximately 4,000 line workers, field checkers, tree trimmers and other support staffers are still working to repair damage from a storm that downed more than 5,000 poles and hundreds of lines earlier this week. Approximately 30,000 customers have been restored in UE's territory; they represented only a fraction of the total number of customers who lost power when a winter storm knocked out power to more than 1.3 million homes and businesses from Arkansas to Ohio.

The restoration schedule for the 5,700 UE customers still out of power is as follows:

**To Be Restored by End of Day Today (Tuesday, Feb. 3)**

- Gideon, Miner, Lilbourn; Morehouse; Portageville area (towns of Portageville, Conran, Rainbow City, Marston, Howardville); Steele (towns of Steele, Cooter, Holland).

**Most Customers Restored by End of Day Wednesday:**

- Deering (towns of Deering, Bragg City); Matthews (towns of Matthews, Canalou) and Wardell

**Customers in towns not listed who are not yet restored or in towns on this schedule who are not restored by the date listed on this schedule should call UE at 1-800-552-7583 to report that they are still out of power.**

\* \* \*

**WEATHERHEAD DAMAGE—STORM SAFETY:**

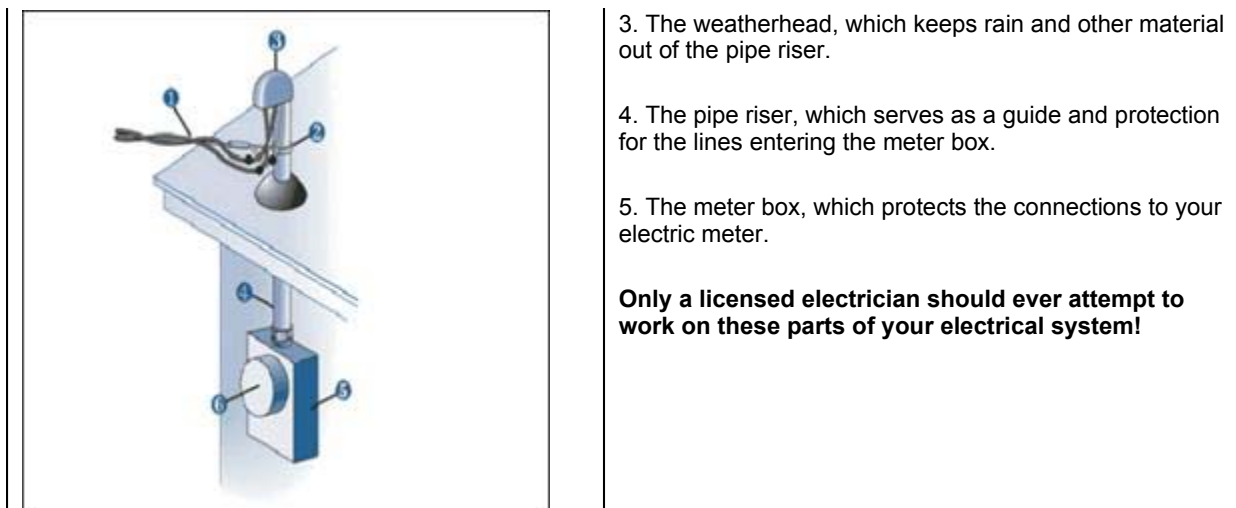
Due to the ice storm's extensive damage to the electric service entrances at customers' homes, the services of an electrical contractor may be required to re-attach or repair customer-owned facilities, such as the meter base, weatherhead or point of attachment (see photo).

Any customer noticing damage to these facilities should call an electrical contractor to make repairs so utility workers can safely restore service. Not repairing this damage could delay restoration to the customer's home. **Customers should contact 2-1-1 for more information regarding disaster-related needs, including weatherhead repair. If funding becomes available, call-takers will call you back or pass on information to the entity providing funding. Contact 2-1-1 by dialing 2-1-1 from a landline or 1-800-427-4626 from cell phones.**

In addition, customers should stay away from downed power wires caused by the storm. Ameren companies are working closely with city and state officials and emergency response personnel to coordinate restoration efforts and ensure customer safety.

*This diagram shows the typical components of an electrical service entrance to a home or business. Due to ice storm damage, customers may need to make repairs to weatherhead or other components.*

	<p><b>AmerenUE installs and maintains these components:</b></p> <ol style="list-style-type: none"> <li>1. The service drop carries energy from the service line to your home or business.</li> <li>6. The electric meter monitors how much energy you are using.</li> </ol> <p><b>You are responsible for these components:</b></p> <ol style="list-style-type: none"> <li>2. The service bracket or pipe riser, which protects the connection point for the lines entering your home or business.</li> </ol>
--	---



Additional storm safety information is available on the Storm Center on Ameren's Web site – the first choice or navigation bar ([www.ameren.com](http://www.ameren.com)).

With residential electric retail rates that are more than 40 percent below the national average, UE provides electricity and natural gas to 1.2 million customers in Missouri.

###

Brianne Lindemann  
Ameren Corporate Communications  
314-554-2738

\*\*\*\*\* The information contained in this message may be privileged and/or confidential and protected from disclosure. If the reader of this message is not the intended recipient, or an employee or agent responsible for delivering this message to the intended recipient, you are hereby notified that any dissemination, distribution or copying of this communication is strictly prohibited. Note that any views or opinions presented in this message are solely those of the author and do not necessarily represent those of Ameren. All emails are subject to monitoring and archival. Finally, the recipient should check this message and any attachments for the presence of viruses. Ameren accepts no liability for any damage caused by any virus transmitted by this email. If you have received this in error, please notify the sender immediately by replying to the message and deleting the material from any computer. Ameren Corporation \*\*\*\*\*